

**Computer Aided Dispatch/Mobile Replacement  
RFP#16-10-08  
Questions and Answers**

**1. Please describe the current setup in regards to connectivity for city mobile and avl network.**

- A. City Departments use cellular cards to get internet connection to the Panasonic mobile devices and to provide internet connection to a cradle point. Departments have Radio IP loaded onto their mobile computers to VPN into the cities network.

GPS units are connected to the mobile computers in Police and Fire-EMS vehicles. These are used to display current position on the CAD system map in the vehicle. The CAD AVL system also transmits this location and movement (speed and direction) information over the same data network used by the mobile data system which is currently RadiolP. The data is logged centrally which can be queried and displayed in tabular or visual map form. The current location and movement information for all vehicles is displayed on the CAD workstation maps in dispatch. When a field unit is dispatched to an incident the system calculates and displays a recommended route based on travel information such as intersections, speed limits and one-way streets. Optionally the CAD system can use the location and route information to determine closet unit for dispatch recommendations. Location of other units in the same area or agency are retransmitted from the central server to all authorized users and displayed on their vehicle maps.

**2. In the Data conversion, the RFP specifies that data is live environment for a year. Can you clarify this process?**

- A. The City requests that the following data be converted as part of the Computer Aided Dispatch/Mobile Replacement project:

- **Historical data – to the degree that is possible**
- **Business specific information –to the degree that is possible**
- **The City is anticipating that configuration and response information will have to be done from scratch**

**If the intent of this question is seeking information on the City's current data retention, the live environment contains one year's worth of historical data. Monthly, all data is backed up to tape and data older than 1 year is purged from the CAD system. Incident data is also copied to a SQL database continuously which is retained for over 10 years, but this data is not directly accessible from the CAD system.**

**3. What are the number of CAD positions that are staffed 24/7 in regards to dispatching?**

- A. **7-8 during busy months (summer) and 6-7 during other parts of the year**

4. What are the number of CAD positions that are not staffed 24/7 in regards to dispatching?

A. **5-6 during busy months and 6-7 during other months (Total of 13). This information may be subject to change based on City staffing needs.**

5. Number of CAD licenses needed for reporting only.

A. **The City is unsure of what is meant by reporting only. Based on current information, 19 (3 training positions, 4 administrative staff positions, 4 police administration positions, 5 fire administrative positions, and 2 positions in the EOC. The administrative and training positions are not staffed 24/7 but have the full capability to enter and dispatch as overflow positions as well as lookup and configuration uses.) The City current does not have reporting only licenses.**

6. What is the total Number of Dispatchers?

A. **44**

7. What is the typical number of Mobile CAD Users login for Law Enforcement on at busiest time of the day?

A. **55**

8. What is the typical number of Mobile CAD Users login for non-Law Enforcement, such as Fire and EMS?

A. **35**

9. What is the total number of Mobile Users?

A. **110 at this time.**

10. In regards to the existing Motorola CAD, can a copy of the database be obtained to evaluate? Is the data in Microsoft SQL? If not, please provide description of the database. What is the current size of the database?

A. **CAD database is a proprietary format and is not SQL. Some CAD data such as incident data is available in SQL but not all data and particularly configuration data is available in this format.**

11. **Ability for point-to point functionality**

11.a. Can you please provide more information or an example of what is meant by this requirement?

A. **The City believes there are two basic models of CAD-to-CAD interfacing. Direct connection between two or more systems or connection of each individual system**

**to a common communications server in a hub and spoke configuration. The first option of a direct connection is referred herein as a point to point system.**

11.b. Ability to connect to a third party system.

This is a very broad requirement – can you please provide more specifics as to the third party system to which the CAD System must connect?

**A. This is intended to determine systems the proposed CAD could interface with if the hub and spoke or communication server configuration is desired. What the City is requesting for the Offeror to identify what other third party system the proposed system is compatible with whether they use published standards or proprietary interfaces.**

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- Ability to have a bi-directional interface between New World

12. Does the CAD-to-CAD section describe the specific bi-directional requirements to the New World system?

**A. The rest of the CAD-to-CAD section describes the specific bi-directional requirements desired in the Roanoke City CAD. It is beyond our scope to determine which of these the New World system or any other foreign CAD supports at this stage.**

**13. Multi-system Interfaces**

13.a. Item 18 – Netclock. Is there a NetClock in place now and if so can you provide model information?

**A. Yes. Spectracom Corp. Model 9388**

13.b. Item 30 – Regional geofile

Can you provide more info on GIS in use – Is it ArcGIS? What version is in use?

**A. Currently the city is using ESRI ArcGIS 10.0 for CAD mapping but the city uses 10.3 for enterprise data.**

13.c. Does the GIS in use include the Network Analyst component?

**A. Yes**

**14. Under the heading of Global System Features:**

58	Ability to flag a data element as confidential information for security purposes.	S	
59	Ability to prevent all users, except for the user who identified data as confidential, to be able to see that confidential information exists.	S	
60	Ability to encrypt confidential files in the database.	S	
61	Ability to prevent clear text data from being cached on the workstation.	S	
62	Ability for users who are not authorized to access confidential information to see that the information exists, but not view the actual information.	S	
63	Ability to generate a report of data that has been identified as confidential for an Agency defined period of time.	S	
64	Ability to notify user who identified data as confidential, after data has been identified as confidential for an Agency defined period of time.	S	

Can you please describe what items in a CAD system might be considered confidential and require encryption?

- A. **Information for incidents or units under internal investigation could be encrypted to preserve the integrity of the investigation. This could include unit history such as status changes and incident information and comments.'**

#### 15. Under the heading of Mobile Data Computing Functional Requirements

64	Page Title, navigation, breadcrumbs	<b>M</b>	
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15.a. Can you please describe your interpretation of breadcrumbs?

- A. **The ability for users to see a path of where they've gone in the system and can easily click to get back.**

130	Ability to add resource skill rather than having it assigned to the unit	<b>M</b>	
131	Ability for user login to update the resource recommendation	<b>S</b>	

15.b. Can additional clarification or a use-case description be provided for number 131?

- A. User is qualified as a negotiator or has foreign language skills. When unit signs on the capabilities should reflect the standard capability associated with the vehicle, unit or duty type but also add the capabilities associated with the user. User should also have the ability to add capabilities during sign on. For example not all vehicles may be equipped with tactical gear but the user knows when they sign on that they have that gear with them so they can add the capability to their sign on. The CAD system could then search for any of these capabilities either as part of recommendations or by operator request.**

148	Ability to integrate GPS (radio or mobile phone) into mapping client.	S	
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15.c. Can you please provide an estimate of the number of mobile phones and / or tablets that will require that capability?

- A. 100 Devices at this time**

279	Ability to maintain static screen view while new information is being added.	M	
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15.d. Can you please provide an example or description of information being added while a static screen is maintained?

- A. This requirement in particular is in reference to messages, images, etc. that are displayed on the mobile screens from dispatch. We want to ensure that the information being viewed is static as additional information is added so users do not have to constantly scroll back to where they were reading/reviewing as information is often added rapidly.**

**16. Under the heading of CAD Functional Requirements**

613	<i>Designate a timer function to alert dispatcher when to check on unit status</i>	S	
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16.a. Is this requirement a stand-alone requirement or is it a sub-requirement under number 609?

- A. Sub-requirement under 609**

802	Ability to create a final master disposition for an incident.	S	
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16.b. Can you please provide a description or definition of a “final master disposition” vs. some other form of disposition(s).

- A. Using a fire incident as an example there may be a medical transport with a disposition showing that transport but the overall disposition for the incident indicates it was a working fire. CAD would then show the overall incident as dispositioned as a working fire but the individual medic unit would show a disposition of transported to the hospital.

**Not related to a specific requirement:**

17. Can you provide the number of fire stations that would be involved or included in the Move-Up recommendation process?

A. 12

18. Can you provide an estimate as to the number of mobile data devices that would require the diagramming software required in the RFI?

A. 110

19. How many mobile computer devices are needed and how many concurrent users of mobiles? Please also provide a breakdown between police and fire mobile counts.

**Answer:**

**PD = 59 Mobile computers/ 97 routers (if that matters)**

**FD = 49**

**Dispatch = 2**

**Concurrent = No metrics at this time**

**Total = 110 Mobile computers at this time**

19. Mobile items 330-338, Ability to query the following systems from CAD on the mobile device

- CAD
- RMS
- Image Trend
- PCR
- JMS
- VCIN
- NCIC
- LInX

Please clarify what type of queries are expected to Image Trend, PCR, JMS and LInX. Who are the RMS, PCR and JMS vendors? Do these systems have a published API for interfacing?

**Answer:**

**RMS = Southern Software (PolicePak) and No published API**

**JMS = Southern Software and No published API**

**PCR = Image Trend and No published API**

20. Queries: Types of queries we would like to make to Imagetrend are primarily related for what personnel from Fire-EMS were associated with a particular incident and any patient name, address, phone number data.

**Answer:**

**Queries to Southern Software are primary for name, address, phone number, vehicle type information. We also need the ability query PolicePak for stolen articles and barred subjects.**

21. Searches item 244-Ability to access multiple applications and tables in a single search (e.g., phone number search in CAD/Mobile also searches LRMS, JMS, FRMS and PCR applications). Who is the FRMS vendor and do they have a published API for interfacing?

**Answer:**

**Imagetrend and not at this time**

22. CAD Requirement 564-Fire Move-Up Management. How many fire stations and discrete move-up/posting locations (locations other than fire stations) do the agencies utilize?

**Answer: 12**